

DGMA Payments Gateway Policy

The online payment facility is provided by the Directorate General of Maritime Administration. The Directorate General of Maritime Administration reserves the right to modify or update these Terms and Conditions from time to time. Any such changes shall be effective immediately upon being published on this website. Users are advised to review the applicable Terms and Conditions before using the online payment facility.

The country of domicile of the Directorate General of Maritime Administration is India.

Terms and Conditions

Please read these Terms and Conditions carefully before using the online payment facility. By accessing or using the online payment facility available on this website, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions. If you do not agree to these Terms and Conditions, please do not use the online payment facility.

All payments shall be subject to the following terms and conditions:

- The description of the services available through the online payment facility shall be specific to the requirements of the user and shall be accessible upon logging in using the user's unique credentials.
- Payment for services shall ordinarily be made in advance, i.e., prior to commencement of the concerned service or activity.
- All fees are quoted in Indian Rupees (INR). The Directorate General of Maritime Administration reserves the right to revise the applicable fees from time to time without prior notice.
- Payments made through the online payment facility will ordinarily be credited to the designated account of the Directorate General of Maritime Administration within two working days.
- The Directorate General of Maritime Administration shall not be responsible for any payment not being credited to the correct account due to incorrect account details, personal particulars, or other information entered by the user.
- The Directorate General of Maritime Administration shall not be liable for any payment that is declined, rejected, or otherwise not processed by the user's bank, credit card, or debit card issuing institution.
- In the event that a payment is declined or rejected by the card-issuing bank or payment service provider, the Directorate General of Maritime Administration shall not be under any obligation to separately notify the user. Users are advised to verify the status of the transaction with their bank or card-issuing institution and confirm whether the amount has been debited from their account.

- The Directorate General of Maritime Administration shall not be liable for any loss or damage arising out of or in connection with the use of, inability to use, or the results of use of this website, any website linked to this website, or any material or information contained therein, whether arising under contract, tort, warranty, or any other legal theory, and whether or not the possibility of such loss or damage has been advised.

Refund Policy

- If a customer exits or leaves the Directorate General of Maritime Administration website or application before completing the applicable service request, the customer shall not be entitled to a refund.
- Where a refund is considered applicable, the same shall be made at the discretion of the Directorate General of Maritime Administration and shall be credited only to the debit or credit card used for the original transaction.
- For the avoidance of doubt, nothing contained in this Refund Policy shall be construed as requiring the Directorate General of Maritime Administration to refund any fee, or any portion thereof, unless such fee or portion thereof has already been received by the Directorate General of Maritime Administration.
- Any support requests, complaints, or grievances relating to online payments may be raised through the following email address:

Support Email: dgs.support@gov.in